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COMMERCIAL COMMISSION

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Infonet Telecommunications Corporation :

Application for a certificate of
interexchange authority to operate
as a reseller of telecommunications
services throughout the State of Illinois. :

01-0807

APPLICATION FOR CERTIFICATE TO BECOME A
TELECOMMUNICATIONS CARRIER
(Use additional sheets as necessary.)

GENERAL

1. Applicant's Name(including d/b/a, if any)

FEIN # 95-488-2890

Infonet Telecommunications Corporation ("Infonet")

Address: Street 2160 East Grand Avenue

City El Segundo

State/Zip California 90245

2. Authority Requested: (Mark all that apply) 13-403 Facilities Based Interexchange

 X 13-404 Resale of Local and/or Interexchange

 13-405 Facilities Based Local

3. Request for waivers/variances: In applications for local exchange service authority under Sections 13-404 or 13-405, waivers of Part 710 and of Section 735.180 of Part 735 are generally requested. In applications for interexchange service authority under Sections 13-403 and 13-404, waivers of Part 710 and Part 735 are generally requested. Please indicate which waivers Applicant is requesting and explain why Applicant is requesting each waiver/variance.

 X Part 710 Uniform System of Accounts for Telecommunications Carriers

Pursuant to Section 710.17 of the Commission's Rules, Infonet requests a waiver from the requirements set forth in Part 710, "Uniform System of Accounts for Telecommunications Carriers." Due to the numerous states in which Infonet will be providing its services, compliance with Part 710 would be unduly burdensome. Infonet's system of accounts complies with Generally Accepted Accounting Principles and will result in a substantially equivalent or more accurate portrayal of operating results or financial condition, consistent with the principles embodied in the Commission's Rules. Therefore, grant of this waiver would be in the public interest.

X Part 735 Procedures Governing the Establishment of Credit, Billing, Deposits,
Termination of Service and Issuance of Telephone Directories for Local
Exchange Telecommunications Carriers in the State of Illinois

Pursuant to Section 735.5 of the Commission's Rules, Infonet seeks waiver of Part 735, governing the operations of local exchange telecommunications carriers in the State of Illinois. Infonet intends to provide intrastate interexchange services exclusively to large end-users and does not intend to provide local exchange service. Grant of this waiver will not be contrary to statute and no party will be injured by granting of this waiver. Further, application of Part 735 to Infonet would be unreasonable and unnecessarily burdensome, resulting in inefficiencies. Therefore, grant of this waiver would be in the public interest.

X Section 735.180 Directories

Pursuant to Section 735.5 of the Commission's Rules, Infonet seeks waiver of Section 735.180, Directories, a section within Part 735 governing the operations of local exchange telecommunications carriers in the State of Illinois. Infonet intends to provide intrastate interexchange services exclusively to large end-users and does not intend to provide local exchange service. Grant of this waiver will not be contrary to statute and no party will be injured by granting of this waiver. Further, application of Part 735 to Infonet would be unreasonable and unnecessarily burdensome, resulting in inefficiencies. Therefore, grant of this waiver would be in the public interest.

 Other

4. For all applicants requesting local exchange authority under Section 13-404 or Section 13-405, please complete the following:
- (a) the Standard Questions for Applicants Seeking Local Exchange Service Authority found in Appendix A of this document
 - (b) the 9-1-1 Questions for Applicants Seeking Local Exchange Service Authority found in Appendix B of this document;
 - (c) the Financial Questions for Applicants Seeking Local Exchange Service Authority found in Appendix C of this document; and
 - (d) if applicable, the Prepaid Service Questions for Applicants Seeking Local Exchange Service Authority found in Appendix D of this document.

N/A. Infonet is not requesting local exchange authority.

5. In what area of the state does the Applicant propose to provide service?

Infonet proposes to provide service throughout the State of Illinois.

6. Please attach a sheet designating contact persons to work with Staff on the following:

- a) issues related to processing this application
- b) consumer issues
- c) customer complaint resolution
- d) technical and service quality issues
- e) "tariff" and pricing issues
- f) 9-1-1 issues
- g) security/law enforcement

Please identify each contact person's (i) name, (ii) title, (iii) mailing address, (iv) telephone number, (v) facsimile number, and (vi) e-mail address.

The designated contact persons are listed at Exhibit A.

7. Please check type of organization?

☐ Individual ☒ Corporation
☐ Partnership Date corporation was formed September 14, 2001
In what state? Delaware
☐ Other (Specify)

8. Submit a copy of articles of incorporation and a copy of certificate of authority to transact business in Illinois.

A copy of Infonet's articles of incorporation and a copy of certificate of authority to transact business in Illinois are attached at Exhibit B.

9. List jurisdictions in which Applicant is offering service(s).

Infonet currently is authorized to provide interexchange telecommunications services on a resale basis in Indiana, Iowa, Michigan, Utah and Virginia. Further, in addition to Illinois, Infonet has, or will soon have, applications to provide interexchange telecommunications services on a resale basis pending in Alabama, Arizona, Arkansas, California, Colorado, Connecticut, Florida, Georgia, Idaho, Kentucky, Maine, Maryland, Massachusetts, Minnesota, Missouri, Nebraska, Nevada, New Jersey, New York, North Carolina, Ohio, Pennsylvania, South Carolina, Texas, Washington, West Virginia, and Wisconsin. Infonet anticipates that it may be granted authorizations to provide service in some or all of these states during the pendency of this Application.

10. Has the Applicant, or any principal in Applicant, been denied a Certificate of Service or had its certification revoked or suspended in any jurisdiction in this or another name?

☐ YES (Please provide details) ☒ NO

11. Have there been any complaints or judgements levied against the Applicant in any other jurisdiction?

☐ YES ☒ NO

If YES, describe fully. _____

12. Has Applicant provided service under any other name?

____ YES ☒ NO

If YES, please list. _____

13. Will the Applicant keep its books and records in Illinois? ____ YES ☒ NO

If NO, permission pursuant to 83 Ill. Adm Code Part 250 needs to be requested.

Infonet seeks waiver of 83 Ill. Adm. Code Part 250, requiring that public utilities keep their books and accounts within the State of Illinois. Due to the numerous states in which Infonet will be providing its services, this requirement imposes an undue administrative burden on Infonet, resulting in inefficiencies and diminishing Infonet's ability to serve the public interest. Infonet has its principal office at 2160 East Grand Avenue, El Segundo, California 90245, and all records are maintained at this location. Infonet shall make its books and accounts available to the Commission or its authorized representatives upon request.

MANAGERIAL

14. Please attach evidence of the applicant's managerial and technical resources and ability to provide service. This may be in either narrative form, resumes of key personnel, or a combination of these forms.

Infonet has the managerial and technical qualifications necessary to provide intrastate interexchange services as a switchless reseller throughout the State of Illinois. As demonstrated in Exhibit C, Infonet's management team has a diverse background, and each member of the management team has served Infonet's parent company, Infonet Services Corporation ("ISC"), for several years. ISC designs, operates and manages the integrated communications infrastructure that multinational corporations need to communicate freely and easily with their clients, prospects, employees, and business partners. ISC provides a comprehensive portfolio of communications services – including access, transport, application, and public Internet services – to provide the best global data communications solutions for more than 2,600 clients. ISC operates and manages points of presence in more than 180 countries and 3,000 cities worldwide. Through their extensive experience in the business of communications, including their service to ISC, the members of Infonet's management team have the requisite technical and managerial expertise to oversee the operations of Infonet. See Exhibit C for resumes of each of Infonet's officers.

15. List officers of Applicant.

President: Jose A. Collazo

Treasurer: Akbar H. Firdosy

Secretary: Paul A. Galleberg

16. Does any officer of Applicant have an ownership or other interest in any other entity which has provided or is currently providing telecommunications services? ____ YES ☒ NO

If YES, list entity. _____

17. How will Applicant bill for its service(s)? (At a minimum, describe how often the Applicant will bill for service and details of the billing statement.)

Infonet intends to provide intrastate interexchange telecommunications services as a switchless reseller exclusively to large, sophisticated end-users. Infonet will provide large businesses interexchange services tailored to meet their individual needs, and will do so on an individual contract basis. Consistent with this business plan, Infonet will provide custom bills for its customers. Infonet will utilize the billing services of its affiliate, Infonet Global Corporation, to invoice and collect payments from customers. As part of its standard billing process, Infonet intends to bill its customers monthly and in arrears.

18. How does Applicant propose to handle service, billing, and repair complaints? (At a minimum, describe Applicant's internal process for complaint resolution, the complaint escalation process, the timeframe and process by which the customer is notified by Applicant that they may seek assistance from the Commission?)

Infonet's toll free customer service number is 1-800-766-8737. Customers may also contact the Senior Director Customer Care at (310) 335-2600 with questions or complaints about service, billing or repairs. As Infonet will own no facilities in Illinois, Infonet may contact its underlying carrier for complaints regarding problems with these facilities. If a customer is unable to obtain a satisfactory resolution through these initial channels, Infonet customer service personnel will inform the customer of his or her right to have the problem considered and acted upon by supervisory personnel. If 30 days subsequent to a complaint being referred to supervisory personnel, a customer continues to express nonacceptance of the supervisor's attempt to resolve the customer's complaint, the supervisor will inform the customer of his or her right to have the complaint reviewed by the Commission and will furnish the customer with the telephone and address of the Consumer Affairs Division.

19. Will personnel be available at Applicant's business office during regular working hours to respond to inquiries about service or billing? ☒ YES ☐ NO

20. What telephone number(s) would a customer use to contact your company?

Infonet's toll free customer service number is 1-800-766-8737. Customers may also contact the Senior Director Customer Care at (310) 335-2600.

21. Will Applicant abide by all Federal and State slamming and cramming laws pursuant to Section 13-902 of the Public Utilities Act and Section 258 of the 1996 Telecommunications Act?

☒ YES ☐ NO

22. Please describe applicant's procedures to prevent slamming and cramming of customers?

Infonet does not actively engage in marketing its services to the general public. Infonet intends to provide its services only to large, sophisticated, business end-users on an individual contract basis. As Infonet will not actively solicit new customers and will sign individual contracts with customers prior to providing service, anti-slamming and cramming measures are inapplicable to Infonet.

23. If granted authority to operate as a local exchange carrier, will the applicant abide by the following 83 Illinois Administrative Code Parts: 705, 710, 720, 725, 730, 735, 755, 756, 757, 770, and 772?

☒ YES ☐ NO (If no, please provide an explanation.)

24. Is Applicant aware that it must file tariffs prior to providing service in Illinois?

☒ YES ☐ NO

FINANCIAL

25. Please attach evidence of Applicant's financial fitness through the submission of its most current income statement and balance sheet, or other appropriate documentation of applicant's financial resources and ability to provide service.

Infonet is a wholly owned subsidiary of Infonet Services Corporation ("ISC"), a well established company that provides global communications services. During its initial operations, Infonet will rely on the financial resources of ISC. The most recent 10-K for ISC is attached at Exhibit D as evidence of financial fitness.

TECHNICAL

26. Does Applicant utilize its own equipment and/or facilities? ☐ YES ☒ NO

If YES, please list the facilities Applicant intends to utilize. Also include evidence that Applicant possesses the necessary technical resources to deploy and maintain said facilities:

If NO, which facility provider(s)'s services does the Applicant intend to use?

Infonet intends to use AT&T as its underlying carrier.

27. Please describe the nature of service to be provided (e.g., operator services, internet, debit cards, long distance service, data services, local service, prepaid local service).

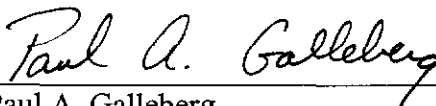
Infonet will provide intrastate interexchange telecommunications services as a switchless reseller exclusively to large end-users throughout the State of Illinois. Infonet will provide large businesses in Illinois with interexchange services tailored to meet their individual needs, and will provide such services at reasonable rates. In order to best serve the needs of these large, sophisticated end-users, Infonet intends to provide its services on an individual contract basis.

28. Will technical personnel be available at all times to assist customers with service problems?

☒ YES ☐ NO

29. If Applicant intends to provide payphone service, will the equipment utilized comply with FCC requirements and Finding (9) of the Commission Order entered in Docket No. 84-0442 on June 11, 1986, including, but not limited to: (a) touch dialing; (b) access to 9-1-1 and "0" operator dialing without use of a coin; (c) rules governing use of payphones by disabled persons; (d) ability to complete local and long-distance calls; (e) unlimited duration for local calls; and (f) a message explaining the telephone's general operations, dialing instructions for emergency assistance, payphone owner's name, method of reporting service problems and method of receiving credit for faulty calls? _____ YES _____ NO X N/A

Infonet does not intend to provide payphone service.



Paul A. Galleberg

Secretary

Infonet Telecommunications Corporation

VERIFICATION

This application shall be verified under oath.

OATH

State of California)
County of Los Angeles)ss

Paul A. Galleberg makes oath and says that he is Secretary
(Insert here the name of affiant) (Insert the official title of the affiant)

of Infonet Telecommunications Corporation
(Insert here the exact legal title or name of the Applicant)

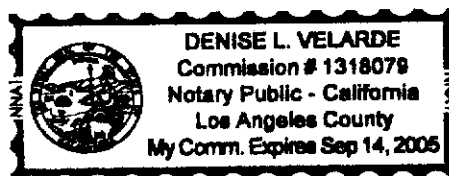
that he has examined the foregoing application and that to the best of his knowledge, information, and belief, all statements of fact contained in the said application are true, and the said application is a correct statement of the business and affairs of the above-named applicant in respect to each and every matter set forth therein.

Paul A Galleberg
(Signature of affiant)

Subscribed and sworn to before me, a Notary Public/ Denise L. Velarde
(Title of person authorized to administer oaths)

in the State and County above named, this 14th day of December, 2001.

Denise L. Velarde #1155452
(Signature of person authorized to administer oath)



Exhibits

Exhibit A Contact Persons

Exhibit B Articles of Incorporation/Authority to Do Business

Exhibit C Managerial/Technical Expertise

Exhibit D Financial Qualifications